Charter Review Recommendations

Purpose of Document: Review current MMA Charter and determine what needs revision in the document and with the practices in place. Recommend changes to the Charter and/or MMA practices.

Background: Mentors need a vehicle that allows them to continue to grow in their knowledge about MnCHOICES and share information with DHS.

- Does the MMA provide a vehicle that allows you to continue to gain knowledge about MnCHOICES and share information with DHS?
- What can we do to improve this?
- Notes:

Purpose of MMA:

1. Share updates and future plans
2. Provide training and support to increase skills and knowledge
3. Develop relationships between Mentors and DHS
4. Offer a direct line of communication between Mentors and DHS
5. Identify best practices and practical strategies to support Mentors with implementing and using MnCHOICES
6. Promote a train the trainer approach to nurture successful users

- Is the MMA fulfilling its purpose as outlined in the charter?
- Are there items that can/should be deleted, added or revised?
- Notes:

Structure:

1. All Mentors in lead agencies and delegates
2. Assigned DHS staff
3. Invited DHS SMEs
4. Invited external SMEs
5. Selected location Holiday Inn St. Cloud
6. Approved schedule is quarterly approximately two weeks before new release

- Should the type of people who attend be different?
- Should the location or schedule be revised?
- Notes:

Scope: Mentors will identify how best they can be supported as Mentors with their roles to:

1. Communicate
2. Train
3. Support MnCHOICES users
4. Troubleshoot policy, technology and training

- Are there roles that are missing?
- Are you getting what you need?
- What do you need to feel fully supported?
- Notes:
**Boundaries:** Federal regulations and state statute, available resources at DHS Competing priorities of legislature and DHS administration
- Thoughts:

**Membership:** Mentors and key DHS staff
- Are we missing anyone important for our purpose?

**Roles:**
1. Mentors prepare for and participate in meetings
2. DHS staff schedule, prepare for, facilitate and participate in meetings
   - Is everyone holding up their end of the bargain?
   - Do roles need to be more flexible?
- Notes:

**Authority:** MMA is a recommending body
- Thoughts?

**Timeline:**
1. Ongoing
2. Group decides frequency, location and types of meetings
3. Charter reviewed annually
- Thoughts?

**Expected Outcomes:**
1. Build strong working relationships with other Mentors and MnCHOICES Team
2. Expand your knowledge about the purpose and use of MnCHOICES
3. Mature in your role as a Mentor
4. Become proficient with common technical issues and troubleshooting techniques
5. Confidently access and use MnCHOICES
6. Understand how to train and orient your agency users
7. Locate resources when you need them
8. Promote the vision and values of MnCHOICES
   - How well are we meeting these outcomes?
   - Should the outcomes be revised, deleted or added to?
   - What can we do to better meet the outcomes?
- Notes:

Optional – Completed by: Agency: Contact me: Yes - No